

Task Order 110 – FP Data Mart Operations

FP Data Mart Operations Monthly SLA Metrics Report **Deliverable 110.1.2e**

Period Ending: 5/31/03



F E D E R A L
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Task Order 110 – FP Data Mart Operations

Introduction

This is the May monthly report for Task Order 110 – FP Data Mart Operations. The purpose of this task order is to provide the capability to sustain the FP Data Mart. The report information will be provided separately for each system.

FP Data Mart Availability for Production

**Note: Downtime for backups and scheduled outages are not shown

Date	Availability (%)	Notes
Thurs – May 1	100%	
Fri – May 2	100%	
Sat – May 3	100%	
Sun – May 4	100%	
Mon - May 5	100%	
Tues - May 6	100%	
Wed - May 7	100%	
Thurs - May 8	100%	
Fri - May 9	100%	
Sat - May 10	100%	
Sun - May 11	100%	
Mon - May 12	98%	
Tues - May 13	100%	
Wed - May 14	100%	
Thurs - May 15	100%	
Fri - May 16	100%	
Sat - May 17	100%	
Sun - May 18	100%	
Mon - May 19	100%	
Tues - May 20	100%	
Wed - May 21	100%	
Thurs - May 22	100%	
Fri - May 23	100%	
Sat - May 24	100%	
Sun - May 25	100%	
Mon - May 26	100%	
Tues - May 27	100%	
Wed - May 28	100%	



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Date	Availability (%)	Notes
Tues - May 29	100%	
Wed - May 30	100%	
Sat – May 31	100%	

FP Data Mart Operations Status

Work Accomplished During This Period

- Completed monthly FP load for April with monthly data feeds from NSLDS, and PEPS.
- Completed bi-weekly loading for FMS data.
- Provided daily monitoring of FP data mart availability.
- Continued tracking SIRs and enhancement requests.
- Continued to update user login information (add, remove, and reset IDs).
- Completed Data Mart Migrations for FP.
- Held bi-weekly FP Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.

Issues or Anticipated/Current Problems

- None to report.

Planned Work for Next Period

- Continue MicroStrategy reporting enhancements and completion of outstanding SIRs.
- Continue to provide daily monitoring of FP Data Mart.
- Continue to update user login information (add, remove, and reset IDs).
- Continue issue resolution for open FP SIR requests.
- Complete May FP monthly data load and bi-weekly FMS loading.



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Help Desk Monthly Throughput (FP)

Change Request

Category	High	Medium	Low	Total
Carry Forward	1	16	0	17
New	0	1	0	1
Closed	0	2	0	2
End of Month Balance	1	15	0	16

Data Request

Category	High	Medium	Low	Total
Carry Forward	0	0	0	0
New	0	0	0	0
Closed	0	0	0	0
End of Month Balance	0	0	0	0

Help Desk Request

Category	High	Medium	Low	Total
Carry Forward	1	2	0	3
New	5	2	0	7
Closed	5	1	0	6
End of Month Balance	1	3	0	4

Note: SIRs in POSTPONED status are not reflected in these numbers



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Help Desk Request Summary (FP)

Total Requests: 48

ID	STATE	TYPE OF REQ	TITLE	Priority	OPEN	CLOSED
229	Closed	Change Request	Changes to Lender Capitalized Interest report	2. Medium	7/23/2002	5/27/2003
253	Assigned	Change Request	1.2.6 GA Fee Payments	2. Medium	7/30/2002	
254	Assigned	Change Request	1.2.6.1 GA Requested and Paid Fees	2. Medium	7/30/2002	
255	Assigned	Change Request	1.2.7 GA Fee Payments History Report	2. Medium	7/30/2002	
259	Postponed	Change Request	Drill to multiple templates in report - E32	3. Low	7/28/2001	
389	Assigned	Change Request	GA Monthly / Quarterly Report	2. Medium	2/25/2003	
414	Verify_Migration	Change Request	Final Adjustments to Forms 2000 for FY01	2. Medium	4/1/2003	
426	Closed	Change Request	Lender 799 – Entire Report: Duplicate Prompts	2. Medium	4/18/2003	5/4/2003
431	Assigned	Help Desk Request	Lender 799 Reports - Part II, III, and IV	2. Medium	4/23/2003	
432	Assigned	Help Desk Request	Passwords Cannot be Changed	1. High	4/24/2003	
438	Assigned	Help Desk Request	Lender Scorecard - State / LID Trigger	2. Medium	4/25/2003	
439	Assigned	Change Request	GA Monthly Summary Report	2. Medium	4/29/2003	
441	Assigned	Change Request	FMS-NSLDS Cross-Check	2. Medium	4/29/2003	
442	Assigned	Change Request	Missing data and prompts need updating	2. Medium	4/29/2003	
443	Assigned	Change Request	Change GA Prompts	2. Medium	4/29/2003	
444	Assigned	Change Request	GA Monthly Trigger Rate Report	2. Medium	4/29/2003	
445	Assigned	Change Request	Active Lender ED 799	2. Medium	4/29/2003	
446	Assigned	Change Request	Lender Scorecard Analysis Report	2. Medium	4/29/2003	
447	Assigned	Change Request	Active Lenders	2. Medium	4/29/2003	
448	Assigned	Change Request	Servicer Lender Portfolio Report	2. Medium	4/29/2003	
449	Assigned	Change Request	FMS-NSLDS Cross-Check	2. Medium	4/30/2003	
450	Assigned	Change Request	Lender Scorecard - Origination Fee Variance	1. High	4/30/2003	
452	Closed	Help Desk Request	Reset Mike Sutphin's ID	1. High	5/5/2003	5/5/2003
453	Closed	Help Desk Request	Reset George Hilty's User ID	1. High	5/5/2003	5/5/2003
454	Closed	Help Desk Request	Reset Sarah Ergle's User ID's	1. High	5/5/2003	5/8/2003
455	Closed	Help Desk Request	Willie needs request and User Info	2. Medium	5/7/2003	5/7/2003
456	Closed	Help Desk Request	Reset Vincent Clark's User ID	1. High	5/8/2003	5/8/2003
457	Closed	Help Desk Request	Reset Kristopher Smith's IDs	1. High	5/9/2003	5/9/2003



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ID	STATE	TYPE OF REQ	TITLE	Priority	OPEN	CLOSED
458	Assigned	Help Desk Request	Capitalized Interest Report - SI #12	2. Medium	5/27/2003	
460	Closed	Change Request	Change Susan Haenel-Beck's ID's	2. Medium	5/29/2003	5/29/2003



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Financial Partners Data Mart Requests

ID: MPOps00000229 **Title:** Changes to Lender Capitalized Interest report
State: Closed **Priority:** 2. Medium
Open: 7/23/2002 3:56:58PM **Target Date:**
Requestor: Susan Haenel-Beck, 917-767-6435 **Assigned to:** Michael Ko, 202-962-0726

Description:

I need to make a minor change to the Lender Capitalized Interest report. Is there way we can drill to a total for each quarter (i.e., remove the loan type)? I've tried but with no luck.

Activity Log:

===== State: Postponed by:tliu at 8/7/02 11:05:12 AM =====

Susan wants us to postpone this request since MSTR 7i release will have support to this drill capability without any modification on the report.

===== State: Assigned by:tliu at 7/23/02 1:24:04 PM =====

Sent email to Susan:

There are two ways to implement this: 1. add a subtotal for each quarter (it will sum up every loan type in that quarter) directly on the report, no drill needs to be done. 2. add a metric for calculating the total not grouping by the loan type. The metric will not show up on the report, but you will be able to drill to it.

Which way you prefer?

Note that if we want to remove "Loan Type" from the report, new template needs to be created.

===== State: Opened by:tliu at 7/23/02 12:01:37 PM =====

Sent email to Susan:

There are two ways to implement this: 1. add a subtotal for each quarter (it will sum up every loan type in that quarter) directly on the report, no drill needs to be done. 2. add a metric for calculating the total not grouping by the loan type. The metric will not show up on the report, but you will be able to drill to it.

Which way you prefer?

ID: MPOps00000253 **Title:** 1.2.6 GA Fee Payments
State: Assigned **Priority:** 2. Medium
Open: 7/30/2002 7:29:17PM **Target Date:**
Requestor: Ben Chiu, 415-556-4136 **Assigned to:** Mark Mandrella, 202-962-0721

Description:

Portfolio balances, Paid AMF and Paid LPIF do not match Form 2000. One reason is the last payment is made after the fiscal year. For example, 4th QTR AMF was paid in 1st quarter of the next FY. Also for FY 2001, it look like all AMF and LPIF payments were made via Manual invoices in January and did not show up as AMIF or LPIF payments in FMS.

No VFA fees are shown for any of the VFA GA's for 2001. The CSAC VFA Fee looks like it was paid via a manual invoice in FMS.

Activity Log:



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===== State: Assigned by:smcconaghie at 1/7/2003 1:22:25 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Mancham from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:smcconaghie at 12/10/2002 2:30:11 PM =====

12/10/02 (S. McConaghie): We're continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:03:30 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:53:17 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:19:02 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:55:28 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:27:29 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:41:53 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:27:02 PM =====

Reassigned to Mark.

===== State: Assigned by:tliu at 8/23/02 11:53:33 AM =====

Verified the Portfolio balance and it seems working fine. Communicated via email with Ben Chiu:



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I checked GA 706 for FY01, it seems they add up the same, the value is: \$325,031,666.

Can you please verify it again and let me know what difference you found?

Thanks
Tina

--- "Chiu, Ben"

<Ben.Chiu@ed.gov> wrote:

> Hi Tina

>

> I agree. It should be the same as adding the
> Federal, Operating and
> Restricted funds ending balances from the annual
> report to get the
> portfolio balance. I believe I used GA706 when I

> checked the figures.

>

> Ben

>

> -----Original Message-----

> From: Tina

Liu

[mailto:sli_

tina@yahoo.com

]

> Sent: Thursday, August 22, 2002 10:57 AM

> To: ben.chiu@ed.gov

> Cc: Mark Mandrella; Al

Bradley

> Subject: GA Fee Payments: Portfolio balances

>

>

> Hi Ben,

>

> Thank you for attending the meeting today.

I

> checked the calculation of Portfolio balances in the
> report <GA Fee Payments>, it seems it should be the
> same as adding up principal, interest, and other
> ending balances all together from Form 2000 annual
> report. Can you give us an example
GA ID for
this
> problem?
>
> Thanks



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> Tina

===== State: Assigned by:tliu at 8/23/02 11:52:12 AM =====

Had meeting with FMS and Ben Chiu, sent out a note after the meeting to get more information from FMS:

1. We need to use INVOICE_NUM from table ap_invoices_all to aggregate on requested and paid fees for a specific fiscal year. Can FMS send us the exact format of INVOICE_NUM for all types of invoices?
2. How FMS determine the actual invoice type (VFA, LPIF, AMF, etc.) for a manual invoice entry?
3. What is the relationship between table ffelga_soa_reports and ap_invoice_payments_all? Suppose we add up all types of payments for an individual GA during fiscal year 2001 from table ap_invoice_payments_all, can we get the same amount from table ffelga_soa_reports?

===== State: Assigned by:tliu at 8/13/02 2:35:08 PM =====

Mark sent out email asking for the report spreadsheet from FMS.

===== State: Assigned by:tliu at 8/7/02 11:55:44 AM =====

The FMS developer Prasanth Kundapur sent the SQL statements behind the scene.

===== State: Assigned by:tliu at 8/5/02 10:45:00 AM =====

Called FMS DBA Marcus and sent email to Todd Kaywood on 8/2/02, asking for SQL query behind generating the following FMS reports (quote from Ben Chiu's email):

>For Total Fees Paid, I ran the "SFA GA SOA Detail Report". For the AMF and LPIF payments, I ran "SFA GA SOA NSLDS AMF Detailed Report" and "SFA GA SOA NSLDS LPIF Detailed Report".

ID: MPOps00000254

Title: 1.2.6.1 GA Requested and Paid Fees

State: Assigned

Priority: 2. Medium

Open: 7/30/2002 7:30:32PM

Target Date:



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Requestor: Ben Chiu, 415-556-4136

Assigned to: Mark Mandrella, 202-962-0721

Description:

All three tested GAs show a manual paid invoice on 1/16/01. These figures look like an AMF payments. No entry for VFA fees. Checked all 4 VFAs. All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice.

the Requested AMF is inaccurate since it matches Paid AMF which we know is wrong. Requested LPIF does not match FMS Annual Report.

Ben McPherson also logged a request regarding this same report. Now combine them together. He said the payment was calculated in the year paid not the year earned.

Activity Log:

===== State: Assigned by:smcconaghie at 1/7/2003 1:23:00 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Mancham from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:mmandrella at 12/19/02 3:30:46 PM =====

Emailed Ben Chiu and asked if he could provide me with the FMS Annual report data for the Requested AMF and Requested LPIF Fees.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:09 PM =====

12/10/02 (S. McConaghie): We're continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:02:49 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:55:00 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:18:33 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:56:08 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:26:57 PM =====



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Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:42:12 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:27:52 PM =====

Reassigned to Mark.

===== State: Needs_Clarification by:tliu at 8/12/02 2:24:00 PM =====

Updated the description with Ben McPherson's comments.

===== State: Needs_Clarification by:tliu at 8/7/02 11:03:09 AM =====

Please provide detailed information about the mismatching data. For example, the actual dollar amount difference between the FMS report(s) and the data mart report.

===== State: Needs_Clarification by:tliu at 8/2/02 10:42:23 AM =====

Checked the SR_F_GA_INVOICES table and found out that all requested and paid AMF fees match each other. Needs to call Ben Chiu to clarify how to calculate the requested and paid fees, specifically grouping on what time attribute (right now, both are aggregated based on invoice date).

ID: MPOps00000255

Title: 1.2.7 GA Fee Payments History Report

State: Assigned

Priority: 2. Medium

Open: 7/30/2002 7:32:26PM

Target Date:

Requestor: Ben Chiu, 415-556-4136

Assigned to: Mark Mandrella, 202-962-0721

Description:

All three tested GAs show a manual paid invoice on 1/16/01. These figures look like an AMF payments. No entry for VFA fees. Checked all 4 VFAs. All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice.

the Total Fees Paid does not match FMS (added all monthly SOAs for GA 706 FY-2001).

Activity Log:

===== State: Assigned by:smcconaghie at 1/7/2003 1:23:31 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Mancham from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:50 PM =====

12/10/02 (S. McConaghie): We're continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:01:58 PM =====



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11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:57:00 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:18:06 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:57:49 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:26:21 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:42:30 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:30:31 PM =====

Reassigned to Mark.

ID: MPOps00000259

Title: Drill to multiple templates in report - E32

State: Postponed

Priority: 3. Low

Open: 7/28/2001 4:03:57PM

Target Date:

Requestor: Susan Haenel-Beck, 917-767-6435

Assigned to: Michael Ko, 202-962-0726

Description:

Drill to multiple templates for "Consolidation Load Fee Payment Analysis Report

Activity Log:

===== State: Assigned by:mko at 4/21/2003 9:39:15 AM =====

04/21/2003 (MKO): Enhancement still has not been implemented with MSTR 7i. Per Susan, Haenel-Beck, this SIR should be postponed.

8/21/2001 (Annie Barton) Waiting for new release of Microstrategy



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8/22/2001 (Keisha Contee) Our Microstrategy Case #137013 for this enhancement has been logged as an enhancement (Log id 127716) on the Microstrategy Side. We need to wait for a release that states, 127716 has been fixed.

11/29/01 (Bob Audet) Called MicroStrategy Technical Services to verify the status of the enhancement. Currently not fix date has been determined by MicroStrategy Technology. Estimated time would be Q2 2002, second release of 7.2. Reassigned to Robert Audet.

1/2/2002 (Tina Liu) Reassigned to Tina

1/22/2002 (Tina Liu) Discussed with Ahmad and he suggested to put the request type to Enhancement because we do not know if the Phase II will be using MSTR 7.2 or not.

===== State: Opened by:lpPhillips at 7/31/02 12:06:13 PM =====

8/21/2001 (Annie Barton) Waiting for new release of Microstrategy

8/22/2001 (Keisha Contee) Our Microstrategy Case #137013 for this enhancement has been logged as an enhancement (Log id 127716) on the Microstrategy Side. We need to wait for a release that states, 127716 has been fixed.

11/29/01 (Bob Audet) Called MicroStrategy Technical Services to verify the status of the enhancement. Currently not fix date has been determined by MicroStrategy Technology. Estimated time would be Q2 2002, second release of 7.2. Reassigned to Robert Audet.

1/2/2002 (Tina Liu) Reassigned to Tina

1/22/2002 (Tina Liu) Discussed with Ahmad and he suggested to put the request type to Enhancement because we do not know if the Phase II will be using MSTR 7.2 or not.

ID:	MPOps00000414	Title:	Final Adjustments to Forms 2000 for FY01
State:	Verify_Migration	Priority:	2. Medium
Open:	4/1/2003 4:36:37PM	Target Date:	4/18/2003 4:00:00A
Requestor:	Nettie Harding, 202-377-3307	Assigned to:	Al Bradley, 202-962-0661

Description:

Changes to FY01 Form2000 records provided by Nettie. These changes can not be done in FMS so Al will execute a script to make the desired changes to the records.

Activity Log:

(nettie harding)

Verified that the changes were correct in test and ready to migrate to production

ID:	MPOps00000426	Title:	Lender 799 - Entire Report: Duplicate Prompts
State:	Closed	Priority:	2. Medium
Open:	4/18/2003 12:20:37P	Target Date:	
Requestor:	Anna Allen, 202-377-3312	Assigned to:	Michael Ko, 202-962-0726

Description:

When running the "Lender 799 - Entire Report" report from the Lender 799 Reports folder, there are now two LID prompts and two Quarter prompts.

Activity Log:

ID:	MPOps00000431	Title:	Lender 799 Reports - Part II, III, and IV
State:	Assigned	Priority:	2. Medium



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Open: 4/23/2003 1:04:41PM
Requestor: Susan Haenel-Beck, 917-767-6435

Target Date:

Assigned to: Michael Ko, 202-962-0726

Description:

A user used to be able to "drill out" the total lines completely. Apparently, one of the users is saying he cannot do this any more. (In reference to closed out SIR MPOps00000264).

REPORT TITLE: Subtotals appearing at top of Report
ISSUE(S): When running the Part II and Part III reports from the web the totals are displayed at the bottom of each lender. When moving the "Quarter Ending Date" from the columns to rows, the subtotals now appear at the top of each lender.
SEVERITY: Low
FIX STRATEGY: Defects and enhancements are addressed in the MicroStrategy 7i Upgrade.

Activity Log:

ID: MPOps00000432

Title: Passwords Cannot be Changed

State: Assigned

Priority: 1. High

Open: 4/24/2003 7:19:15PM

Target Date: 5/6/2003 4:00:00AM

Requestor: Willie Sutton, 202-377-3320

Assigned to: Michael Ko, 202-962-0726

Description:

Nettie Harding says Microstrategy is not letting her change her user password.

Activity Log:

===== State: Assigned by:mmandrella at 4/24/2003 3:45:17 PM =====

Nettie could not change her password, she said is kept giving an error message after she tried to change it on the website. Sometimes I got the error she described, sometimes I did not. But, even if the error message is gotten, the password has still changed - confusing everyone.

What I discovered was that if I tried to change the password to an ED-compliant password (i.e. 8 characters, 3 of 4 options, etc), then the error message is received. If I try to change the password to something short and non-ED-compliant, then the password is changed without the error.

ID: MPOps00000438

Title: Lender Scorecard - State / LID Trigger

State: Assigned

Priority: 2. Medium

Open: 4/25/2003 3:10:19PM

Target Date:

Requestor: Ben Chiu, 415-556-4136

Assigned to: Michael Ko, 202-962-0726

Description:

When running lender scorecard, the report provides inconsistent data. For example, for state=Utah, and LID=820200, Part II shows that for items 3 and 5, Utah is given the highest possible points which means it does not meet the trigger criteria. However, the Trigger column shows that the trigger criteria has been met. There are many more examples of this. I have only provided one state and LID pair that exhibits this.

Activity Log:

===== State: Assigned by:mko at 4/25/2003 11:30:12 AM =====

(PS): I believe that inconsistency has popped up before. I recall it happening during our training last fall. There may be others as well. I don't know how many FP staff have been using the scorecard. It's a item/report that needed



FP Data Mart Operations Monthly SLA Metrics Report Deliverable 110.1.2e

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to be tested much more than we were able to last year.

On that note, we will need a lot of time and effort to develop a GA scorecard for phase 3. A lot of the lender scorecard data and design came from old excel and IDEA reports that we had developed in the past. There is no "history or base of tests" for GA data as far as I know. Also, we should add an FM person to the team to help with designing the GA reports.

ID: MPOps00000439

Title: GA Monthly Summary Report

State: Assigned

Priority: 2. Medium

Open: 4/29/2003 7:19:16PM

Target Date:

Requestor: Nettie Harding, 202-377-3307

Assigned to: Michael Ko, 202-962-0726

Description:

Should have prompts for Fiscal Year, Fiscal Month and GA Name (see requirements matrix for 1.2.1). Also, the page by fiscal month does not relate to the fiscal year period.

Activity Log:

ID: MPOps00000441

Title: FMS-NSLDS Cross-Check

State: Assigned

Priority: 2. Medium

Open: 4/29/2003 7:23:06PM

Target Date:

Requestor: Nettie Harding, 202-377-3307

Assigned to: Michael Ko, 202-962-0726

Description:

Prompt includes GA IDs used in the test environment "500s". The prompt should be modified to include only those guarantors with data.

Activity Log:

ID: MPOps00000442

Title: Missing data and prompts need updating

State: Assigned

Priority: 2. Medium

Open: 4/29/2003 7:25:25PM

Target Date:

Requestor: Nettie Harding, 202-377-3307

Assigned to: Michael Ko, 202-962-0726

Description:

The following reports appear to be missing data and the prompts need to be updated to include more recent years. They are:

Collections on Defaulted Loans
Default Dollars Paid to Lenders
Loan Volume Commitment

Activity Log:

ID: MPOps00000443

Title: Change GA Prompts

State: Assigned

Priority: 2. Medium

Open: 4/29/2003 7:35:28PM

Target Date:

Requestor: Nettie Harding, 202-377-3307

Assigned to: Michael Ko, 202-962-0726

Description:

The prompt on the following reports need to be modified to only list those agencies that have data in the reports. This will exclude all of those "600" codes and many others. The reports that are affected are:



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GA 1189 Entire Report
Part A - Reinsurance Request
Part B - Additional Reinsurance Requests
Part C - Change in Status Supplemental Reinsurance Requests
Part D - Full Refund of Reinsurance Claims
Part E - Refunds for Overpayments and Overbilling
Part F/J - Default/Bankruptcy/Wage Garnishment Collections
Part G - Activity on Accounts: Federal Tax Refund Offset
Part H - Rehabilitated Loans
Part I - Non-Payment Activity
SOA Billing Statement
SOA DDT
SOA Fiscal Year to Date Activity Summary
SOA Summary of Final Transactions
Annual Report: Financial Fund Stmt
Part A: Guaranty Activity
Part C: Federal Receivable Age Category
Part C: Federal Receivable Information
Sources/Uses of Funds, Pending & Contingent Transactions
GA Closed School and False Certification Claim
GA Delinquency Aging

[Activity Log:](#)

ID: MPOps00000444
State: Assigned
Open: 4/29/2003 7:47:47PM
Requestor: Nettie Harding, 202-377-3307

Title: GA Monthly Trigger Rate Report
Priority: 2. Medium
Target Date:
Assigned to: Michael Ko, 202-962-0726

[Description:](#)

There are no trigger rates subsequent to 9/2002

[Activity Log:](#)

ID: MPOps00000445
State: Assigned
Open: 4/29/2003 7:49:53PM
Requestor: Nettie Harding, 202-377-3307

Title: Active Lender ED 799
Priority: 2. Medium
Target Date:
Assigned to: Michael Ko, 202-962-0726

[Description:](#)

Should have a fiscal quarter prompt and first column of report should reflect the date selected in the fiscal quarter prompt and subsequent columns should have the 7 quarters that preceed the selected quarter.

Report only has 6 quarters listed. Should be 8 quarters.

[Activity Log:](#)

ID: MPOps00000446
State: Assigned
Open: 4/29/2003 7:55:11PM
Requestor: Nettie Harding, 202-377-3307

Title: Lender Scorecard Analysis Report
Priority: 2. Medium
Target Date:
Assigned to: Michael Ko, 202-962-0726

[Description:](#)



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Should include a total portfolio range in the prompt

Activity Log:

ID:	MPOps00000447	Title:	Active Lenders
State:	Assigned	Priority:	2. Medium
Open:	4/29/2003 7:56:42PM	Target Date:	
Requestor:	Nettie Harding, 202-377-3307	Assigned to:	Michael Ko, 202-962-0726
Description:			

Change last fiscal quarter ID to a date

Activity Log:

ID:	MPOps00000448	Title:	Servicer Lender Portfolio Report
State:	Assigned	Priority:	2. Medium
Open:	4/29/2003 7:57:29PM	Target Date:	
Requestor:	Nettie Harding, 202-377-3307	Assigned to:	Michael Ko, 202-962-0726
Description:			

This report should have a percentage column similar to the Lender Servicer Portfolio Report.

Activity Log:

ID:	MPOps00000449	Title:	FMS-NSLDS Cross-Check
State:	Assigned	Priority:	2. Medium
Open:	4/30/2003 1:36:49PM	Target Date:	
Requestor:	Nettie Harding, 202-377-3307	Assigned to:	Michael Ko, 202-962-0726
Description:			

One of the columns is reporting an annual figure and the other is a cumulative figure. We need to go with the annual number on both reports. The cumulative column will need to take the current year cumulative and subtract the prior year cumulative to come up with the annual number.

Activity Log:

ID:	MPOps00000450	Title:	Lender Scorecard - Origination Fee Variance
State:	Assigned	Priority:	1. High
Open:	4/30/2003 6:00:53PM	Target Date:	
Requestor:	Nettie Harding, 202-377-3307	Assigned to:	Michael Ko, 202-962-0726
Description:			

The amounts reported in the column 799 - Part II is pulling from the wrong data source. It is extracting an amount paid to the lender instead of the Principal amount in Part II and bringing the decimal over two spaces. In other words, for an amount of \$27,000.78 it is reporting \$2,700,078. I am sending a spreadsheet to the MPO mailbox that provides data on two lenders to clarify this issue.

Activity Log:

ID:	MPOps00000452	Title:	Reset Mike Sutphin's ID
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State: Closed
Open: 5/5/2003 4:35:26PM
Requestor: Willie Sutton, 202-377-3320

Priority: 1. High
Target Date: 5/5/2003 4:00:00AM
Assigned to: Mark Mandrella, 202-962-0721

Description:

Please reset the FP Data Mart access password for:

USER: Michael Sutphin
USERID: michael.sutphin
PHONE: 202-377-3624
EMAIL: mike.sutphin@ed.gov

[Activity Log:](#)

ID: MP0ps00000453
State: Closed
Open: 5/5/2003 4:36:31PM
Requestor: Willie Sutton, 202-377-3320

Title: Reset George Hilty's User ID
Priority: 1. High
Target Date: 5/5/2003 4:00:00AM
Assigned to: Mark Mandrella, 202-962-0721

Description:

Please reset the FP Data Mart access password for:

USER: George Hilty
USERID: epghilty
PHONE: 214-880-3046
EMAIL: george.hilty@ed.gov

[Activity Log:](#)

ID: MP0ps00000454
State: Closed
Open: 5/5/2003 4:37:24PM
Requestor: Willie Sutton, 202-377-3320

Title: Reset Sarah Ergle's User ID's
Priority: 1. High
Target Date: 5/5/2003 4:00:00AM
Assigned to: Mark Mandrella, 202-962-0721

Description:

Please reset the FP Data Mart access password for:

USER: Sarah Ergle
USERID: ergle.res/ergle.pub
PHONE: 770-724-9139
EMAIL: sarahe@mail.gsfc.state.ga.us

[Activity Log:](#)

ID: MP0ps00000455
State: Closed
Open: 5/7/2003 6:31:08PM
Requestor: Willie Sutton, 202-377-3320

Title: Willie needs request and User Info
Priority: 2. Medium
Target Date: 5/7/2003 4:00:00AM
Assigned to: Mark Mandrella, 202-962-0721

Description:

Mark,



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It's that time again. Please send me:

(1) FP Data Mart users list (total number of users on the Data Mart)

(2) Number of technical calls(requests)

[Activity Log:](#)

ID:	MPOps00000456	Title:	Reset Vincent Clark's User ID
State:	Closed	Priority:	1. High
Open:	5/8/2003 2:08:29PM	Target Date:	5/8/2003 4:00:00AM
Requestor:	Susan Haenel-Beck, 917-767-6435	Assigned to:	Mark Mandrella, 202-962-0721
Description:			

Vincent Clark needs his User ID reset

[Activity Log:](#)

ID:	MPOps00000457	Title:	Reset Kristopher Smith's IDs
State:	Closed	Priority:	1. High
Open:	5/9/2003 12:19:10PM	Target Date:	5/9/2003 4:00:00AM
Requestor:	Willie Sutton, 202-377-3320	Assigned to:	Mark Mandrella, 202-962-0721
Description:			

Please reset the GA FP Data Mart access password for:

USER: Kristopher Smith

USERID: smith.pub/smith.res

PHONE: 217-524-7932

EMAIL: ksmith@isac.org

[Activity Log:](#)

ID:	MPOps00000458	Title:	Capitalized Interest Report - SI #12
State:	Assigned	Priority:	2. Medium
Open:	5/27/2003 8:20:25PM	Target Date:	
Requestor:	Susan Haenel-Beck, 917-767-6435	Assigned to:	Michael Ko, 202-962-0726
Description:			

Enhancement SIR229, the report needs to reflect percentage calculations for all fields where there is an amount in the "interest capitalized" column. The interest calculation can be positive or negative - each would have value in the report.

[Activity Log:](#)

ID:	MPOps00000460	Title:	Change Susan Haenel-Beck's ID's
State:	Closed	Priority:	2. Medium
Open:	5/29/2003 2:58:37PM	Target Date:	5/30/2003 4:00:00A



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Requestor: Willie Sutton, 202-377-3320

Assigned to: Mark Mandrella, 202-962-0721

Description:

Change Susan Hanel-Beck's ID's to reflect her new name, Susan Ferraiole

Activity Log:

ID: MPOps00000462

Title: Remove Future Dates in Record Extract Date

State: Assigned

Priority: 2. Medium

Open: 6/3/2003 5:43:13PM

Target Date:

Requestor: Nettie Harding, 202-377-3307

Assigned to: Michael Ko, 202-962-0726

Description:

I don't know how the prompts in production get changed inadvertently but it appears that all the reports that use a Record Extract Date prompt now includes future dates. The future dates are: 7/20/2009, 11/20/2006, 3/20/2005 and 8/20/2003. Please remove these dates.

Activity Log: